



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Knitl, R., et al.

17

Appl. No.: 09/254,101

Filed: March 1, 1999

1-8-02

Title: METHOD FOR INCORPORATION FUNCTIONS FOR AN AUTOMATIC
CALL DISTRIBUTION SYSTEM INTO AN INTERACTIVE VOICE
ANSWERING SYSTEM

MB

Art Unit: 2645

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Examiner: Allan Hoosain

JAN 02 2003

Docket No.: 112740-072

Technology Center 2600

RESPONSE TO OFFICE ACTION

Sir:

This Response is submitted in Response to the non-final Office Action mailed August 22, 2001. Applicants request reconsideration and allowance of the patent application.

REMARKS

The Office Action was issued on pending claims 19-35. In this response, no claims have been amended, added, or canceled. Thus, claims 19-35 are pending in the case.

In Office Action paragraph 1, claims 20, 23-24, 26-27, and 31-35 were objected to as being dependent upon a rejected base claim, but noted as being allowable if rewritten in independent form including all of the limitations of the base claim and any intervening claims. Applicants thank the Examiner for this notice of allowable claims.

In Office Action paragraph 3, claims 19, 21-22, 25, and 28-30 were rejected under 35 U.S.C. § 102(e) as being anticipated by Otto, U.S. Patent No. 5,703,943. In Office Action paragraph 5, claim 22 was rejected under 35 U.S.C. § 103(a) as being unpatentable over Otto in view of Morganstein et al., U.S. Patent No. 5,020,095. In Office Action paragraph 6, claims 28-29 were rejected under 35 U.S.C. § 103(a) as being unpatentable over Otto in view of Costello et al., U.S. Patent No. 4,510,351. Applicants respectfully disagree.

Applicants' invention, as claimed in claim 19, pertains to a method for incorporating functions of an automatic call distribution system in an interactive voice response system that is called and controlled by communication terminal equipment of a communication network.

O I P E
DEC 26 2002 C S TRANSMITTAL LETTER
(General - Patent Pending)

Docket No.
112740-072

In Re Application No.

Knitl et al.

Serial No.
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Filing Date
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Examiner
Allan Hoosain

Group Art Unit
2645

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INTO AN INTERACTIVE VOICE ANSWERING SYSTEM

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TO THE ASSISTANT COMMISSIONER FOR PATENTS: Technology Center 2600

Transmitted herewith is:

Response to Office Action (4 pgs.); Petition for Extension of Time (duplicate); Check in the amount of \$110.00; return receipt postcard.

in the above identified application.

- No additional fee is required.
- A check in the amount of \$110.00 is attached.
- The Assistant Commissioner is hereby authorized to charge and credit Deposit Account No. 02-1818 as described below. A duplicate copy of this sheet is enclosed.
 - Charge the amount of
 - Credit any overpayment.
 - Charge any additional fee required.



Signature

Dated: December 20, 2002

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CC:

I certify that this document and fee is being deposited
Dec. 20, 2002 with the U.S. Postal Service as
first class mail under 37 C.F.R. 1.8 and is addressed to the
Assistant Commissioner for Patents, Washington, D.C.
20231.

Signature of Person Mailing Correspondence

Robert J. Buccieri

Typed or Printed Name of Person Mailing Correspondence